



Resource Guide for Elected Officials

This resource guide was prepared by the Intergovernmental Relations Office at WSSC Water to provide our local and municipal leaders and elected officials with information on popular customer topics. It is for quick reference and is not intended to be an exhaustive guide.

iro@wsscwater.com

(301) 206-8228

WSSC Water's Intergovernmental Relations Office (IRO) works to:

- Support administratively and fiscally responsible legislation that enhances WSSC Water operations and aligns with our mission, vision and values.
- Promote policy that benefits all water utilities throughout Maryland.
- Back increased statewide investment in water and wastewater infrastructure and industry-related initiatives.

Karyn Riley, Esq. – IRO Director

Karyn.Riley@wsscwater.com

Guy Andes – Government Relations Manager

Guy.Andes@wsscwater.com

Monica Marquina – Government Relations Manager

Monica.Marquina@wsscwater.com

Terry Walker-Morris – Administrative Professional

Terry.Walker-Morris@wsscwater.com

Table of Contents

Customer Service	4-7
Emergency Repairs and Construction	8-11
Community Programming	12
Plug Into WSSC Water	13

Customer Service



Customer Affordability Programs

We Are Here to Help! Water is essential to protecting public health, especially during a pandemic. WSSC Water understands that many of our customers are struggling to pay bills. We remain committed to helping our customers and have several options for customers who may need assistance. [Read our news release.](#)

- **Customer Assistance Program:** Customers who qualify for Office of Home Energy Programs (OHEP) also qualify for WSSC Water's CAP. Learn more at wsscwater.com/CAP.
- **Water Fund:** There is also assistance available via our Water Fund which is managed by The Salvation Army. Customers can access up to \$500 per year. Visit wsscwater.com/waterfund.
- **Payment Plans:** Eligible customers, residential and commercial, may request a payment plan to make their water and sewer bills more affordable.
- **Pipe ER:** Provides loans to finance the replacement of leaking pipes located on residential property that connect from WSSC Water's service connection to the residence. For more info, visit wsscwater.com/pipeER.
- **OHEP:** For customers who qualify, they should enroll with [Office of Home Energy Programs \(OHEP\) in their county.](#)

Learn more at wsscwater.com/assistance or call us at 301-206-4001. Our Customer Service Advisors are ready to help.

Customer Service

WSSCWATER
DELIVERING THE ESSENTIAL

Water and Sewer Bill

Account Number: [Redacted]

Bill Date: 06/03/20
Bill Period: 02/01/20-05/20/20
84 Days

What Do I Owe And When Do I Pay?

PRIOR BALANCE \$0.00 + CURRENT CHARGES \$178.72 = TOTAL DUE \$178.72

How Much Water Do I Use?

Average gallons used per day

Period	Average gallons used per day
74 Days 05/17/19	135
101 Days 08/26/19	128
92 Days 11/26/19	141
92 Days 02/26/20	124
84 Days 05/20/20	133

11,252 Total gallons used this period
133 Average gallons used per day this period
11,252 Gallons ÷ 84 Days = 133 Average Daily Gallons

Need Assistance

For questions about billing, account maintenance or payments, call Customer Service, 7:30 a.m. to 7:00 p.m., Monday - Friday at 301-206-4001. For emergency service 24 hours daily, call 301-206-4002.

My Water Quality

Your latest Water Quality Report is now available! Please visit it at www.wsscwater.com/wqr to learn about the source and quality of your drinking water. As always, WSSC Water has met or done better than all drinking water quality standards. To receive a paper copy, please call 301-206-8100.

My Billing Details

PRIOR BALANCE \$0.00
Last Statement Balance \$184.05
Payment(s) Received by 06/03/20 -\$184.05

WATER CHARGES - July 2019 Rates

6,804 gallons x \$5.09 per 1,000 gallons \$34.63
4,448 gallons x \$5.74 per 1,000 gallons \$25.53

SEWER CHARGES - July 2019 Rates

6,804 gallons x \$6.80 per 1,000 gallons \$46.27
4,448 gallons x \$7.56 per 1,000 gallons \$33.63

FEES AND OTHER CHARGES

State of Maryland Bay Restoration Fee \$38.66
Account Maintenance Fee \$13.80
Infrastructure Investment Fee \$14.73
\$10.13

TOTAL DUE \$178.72
Total Due after 07/06/20 (including late fee) \$187.66

My Meter Reading Details

METER #: P 76573351
Current: 830,719 Est. 05/20/20 *
Previous: 819,467 Est. 02/26/20 *
Usage: 11,252 gallons

Return this portion with your payment.
Please make check payable to Washington Suburban Sanitary Commission and write your account number on the check.

Account Number

Service Address

Pennies Make a Difference

Contribute to the Water Fund by checking the Round Up box or writing in your donation of \$1 or more, visit wsscwater.com/waterfund to learn more.

Total Due \$178.72
After 07/06/20 Pay \$187.66

Round Up Amount \$179.00

Water Fund Amount \$

Total Payment \$

Contact WSSC Water

My Billing Details

PHONE
301-206-4001

IN PERSON
WSSC Water, Revenue
14501 Sweetzer Lane
Laurel, MD 20707

MAIL
WSSC Water, Revenue
14501 Sweetzer Lane
Laurel, MD 20707

Estimated Bills

All in-home, non-emergency work (including meter reading and in-home water sampling) continues to be suspended to protect the health of employees and customers. Therefore, more customers are receiving estimated bills.

These customers are asked to provide WSSC Water with an actual meter reading. Visit wsscwater.com/meter for ways to submit a reading.

For customers who receive a high bill or need guidance on how to read their bill, we have online help. It is important for customers to know their household water usage patterns. Customers should take notice of drastic changes to their Average Daily Consumption (ADC). Learn more at wsscwater.com/understandusage.

Comprenda el Uso de Agua de Su Hogar

**YOU'RE SPENDING MORE TIME AT HOME
BE MINDFUL OF YOUR WATER USE**

TURN OFF FAUCET WHEN WASHING HANDS

TAKE A SHORTER SHOWER

FIX ANY WATER LEAKS

SAVE MORE WATER BY USING THE DISHWASHER

WE ARE HERE TO HELP
wsscwater.com/understandusage
wsscwater.com/assistance

WSSCWATER

WSSC Water

WSSC Water

WSSC Water

Customer Service

Claims

Water and sewer emergencies happen. For customers who need to file a claim for property damage, they can easily do so online. Supplemental information must be included. Visit wsscwater.com/claims or speak to a Claims Representative at (301) 206-7095.

Customer Advocates

WSSC Water Customer Advocates are out in the community, ready to answer questions, advise customers on upcoming work, and help the community deal with any WSSC Water project-related issues. Find a Customer Advocate: wsscwater.com/advocate.

David Wilkins, Prince George's County
David.Wilkins@wsscwater.com
301-648-6953

Stephen Billingsley, Prince George's County
Stephen.Billingsley@wsscwater.com
240-444-5803

Brandon Stewart, Montgomery County
Brandon.Stewart@wsscwater.com
301-642-1712



Use [Issue Trakr](#) to send a complaint, issue or compliment, and receive acknowledgment and notifications. We are here to serve!

Customer Service

Storm Drains

Are storm drains connected to the sanitary sewer?

No, the storm drain system is not connected to the closed sanitary sewer pipe system. Storm drains are above ground open drainage ditches or below ground systems of pipes that collect and carry off rainwater.

Who is responsible for the storm drains?

The locality in which the storm drain is located handles the installation, cleaning and general maintenance of storm drains. Contact the Storm Drain Division for the appropriate county or jurisdiction:

Montgomery County – 240-777-2159

Prince George's County – 301-735-4653

Paving or Landscaping Request

The restoration process usually begins with notification by WSSC Water Customer Care, Utility Services and Engineering Team that a water line or sewer main repair or replacement has occurred, resulting in roadway and/or landscaping impact. The WSSC Water Restoration Unit may also get notification from each county's Department of Public Works, State Highway, Local Municipality or a private citizen, that a road or residential landscape, recently impacted by WSSC Water work, needs repair. Upon receiving notification via a phone call or an email, the WSSC Water Restoration Unit researches any work done at the given address to confirm WSSC Water responsibility. If WSSC Water is responsible for the repair, the Restoration Unit creates a work order to initiate the repair.

The Restoration Unit can be contacted by phone at 301-206-8043.

Emergency Repairs and Construction



Discolored Water

Discolored water can occur when water suddenly flows very fast or reverses direction, stirring up sediment and deposits. The water is safe to drink but may not be aesthetically pleasing. People with compromised immune systems, should take any precautions they take when consuming tap water. [For household uses for discolored water and further details, visit our FAQs.](#) If customers experience discolored water, please contact our Emergency Call Center at 301-206-4002.

Emergency Sewer/Water Problems

Have a water or sewer emergency? Need to report a suspected water main break? We are available 24/7 to receive calls. Contact our Emergency Call Center at 301-206-4002. Customers can also report emergencies via email or the mobile app.

Report A Problem



301-206-4002



EmergencyCallCenter
@wsscwater.com



WSSC Water
Mobile App



WSSCWaterNews



WSSCWater



WSSCWater



WSSCVideos

Emergency Repairs and Construction



Water and Sewer Emergencies

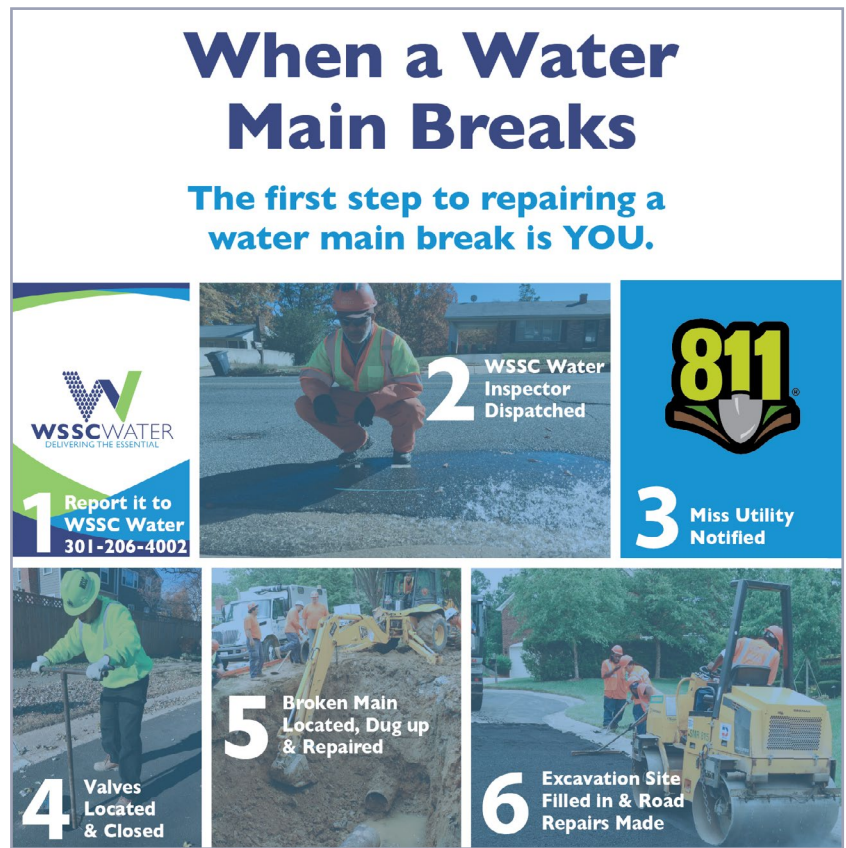
What is a sewer emergency?

- A backed-up basement or lowest level of the home taking in sewage without using water in the home.
- A WSSC Water manhole or clean out at the property line that is overflowing onto the ground.
- A surcharged sewer main (such as one caused by heavy rain) causing a sewer back up in homes.

What is a water emergency?

- A broken water main in the street which causes flooding/collapsing of the roadway or icy conditions in the winter.
- A service leak outside of the home in the yard area causing flooding conditions and/or hazardous conditions such as collapse of yard or sidewalk areas, icy conditions in the winter.
- A broken pipe inside the home causing flooding conditions and the inside valve is inoperable. A registered WSSC Water plumber or a WSSC Water technician can make a turn off at the street.

Emergency Repairs and Construction



Water Main Breaks

There is a pipe being repaired on my street. What happened? [Water main break fact sheet](#).

After water main repair work is completed, customers should flush the COLD-water lines in the home or business using the following steps.

- WSSC Water suggests running all COLD water taps for about five minutes or until the water runs clear.
- Begin with the lowest faucet in the home or business and then open the other faucets one at a time, moving from the lowest floor to the highest.
- Once the water runs clear, usually in five minutes or less, turn off the faucets in the same order, lowest to highest.
- Don't forget to flush refrigerator lines!

Emergency Repairs and Construction



Report a Hydrant Leak

We need eyes throughout the communities that we serve to protect public health! If someone suspects a fire hydrant leak, please report it to us at 301-206-4002. We are here to accept emergency calls 24 hours per day, seven days per week. For more information, visit wsscwater.com/hydrant.

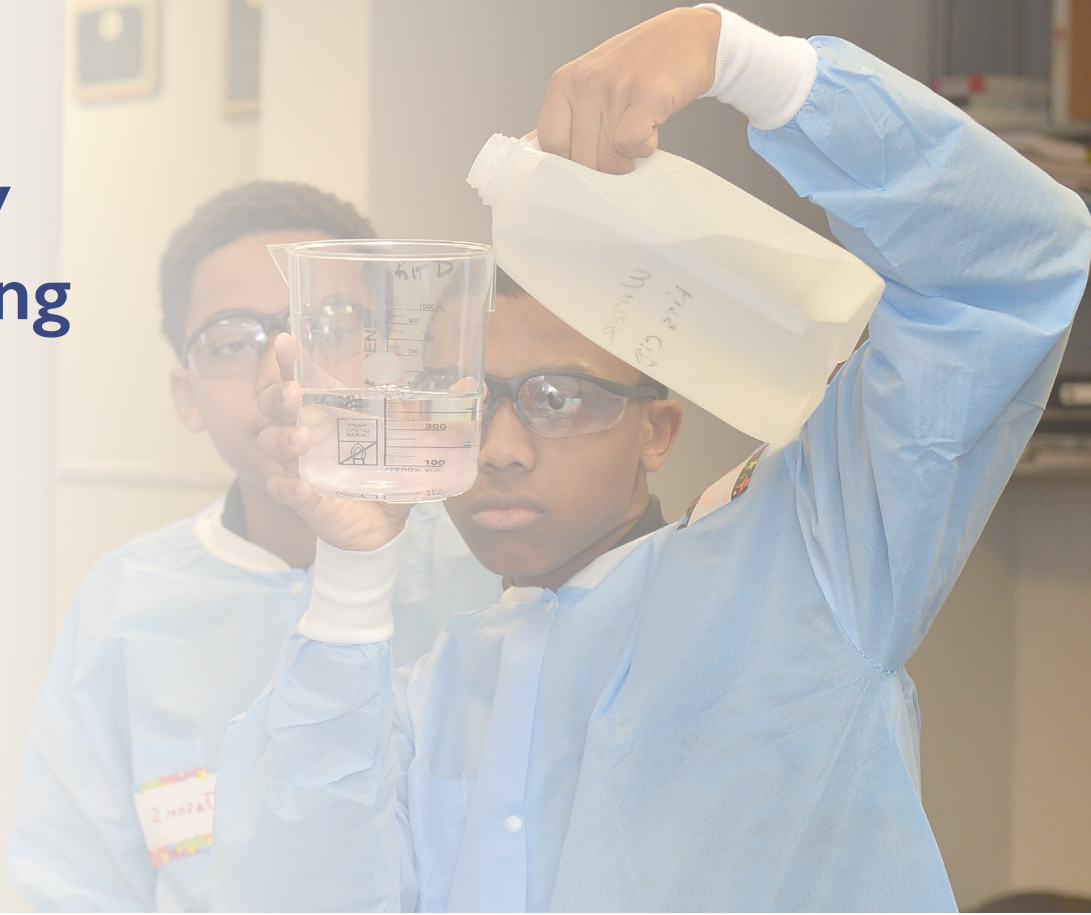
What is 811?

It is the national number to help protect homeowners and professional excavators from unintentionally hitting underground utility lines while working on digging projects of any size.

As a Utility Owner-Member, WSSC Water partners with Miss Utility to remind everyone of the importance of calling before digging, to mark all underground utility lines to prevent unnecessary damage and injury.



Community Programming



Online Learning Resources

Attention teachers: We have resources to supplement online learning! WSSC Water continues its educational outreach during the pandemic. All distance learning resources include options for a virtual live interaction with a WSSC Water staff member or pre-recorded resources that teachers can integrate into their own lesson. We also have resources for hands-on activities students can do at home as well as materials that can be printed. Visit wsscwater.com/distance.

Project Meetings

WSSC Water proactively replaces our pipes in order to prevent breaks and improve service to our customers. We host community meetings throughout the year to keep customers informed about projects that will impact their neighborhoods.

WSSC Water is hosting virtual meetings about water main replacement projects. Customers are notified when there is a project in their neighborhood and if a community meeting is scheduled. Past presentations are also posted for viewing.

Visit wsscwater.com/projectmeetings.

Plug Into WSSC Water

WSSC Water Customer Notification System (CNS)

Stay in the know! Sign up for our Customer Notification System and never be in the dark about water main repairs and water emergencies. Visit wsscwater.com/cns.



#WSSCWater Social Media

Plug into WSSC Water's social media! Don't miss news and information about engineering, water, STEAM, energy and community outreach. See and share pictures from our community events, get updates on water and sewer emergencies and construction projects. Follow/like us and share our content.



[WSSCWaterNews](#)



[WSSCWater](#)



[WSSCWater](#)

Check the WSSC Water Channel for a library of our award-winning videos featuring topics from innovation to water quality and STEAM initiatives to Women's History Month series.



[WSSCVideos](#)

Follow us on LinkedIn. Learn about what makes WSSC Water a great place to work, serve and thrive. We share job postings, contracting opportunities and industry information.



[WSSCWater](#)

Customer Connect

Customers can get customized information sent directly to an inbox. [Sign up is easy.](#)